

1. TASK NUMBER 990728CWE5021		2. INVESTIGATOR'S ID 9048		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 860	4. DATE OF ACCIDENT YR MO DAY 9907	5. DATE INITIATED YR MO DAY 990728		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC 0 936143 3 A 54-year-old female suffered a minor burn to her hand when the flame of her cigarette lighter failed to extinguish after she used it to light a cigarette. No medical treatment was necessary as a result of the burn injury.				
7. LOCATION (Home, School, etc.) Home 1		8. CITY Lahaina		9. STATE HI
10A. FIRST PRODUCT Cigarette Lighter 1604		10B. TRADE/BRAND NAME [REDACTED]		10C. MODEL NUMBER Unknown
10D. MANUFACTURER NAME AND ADDRESS [REDACTED]				
11A. SECOND PRODUCT N/A		11B. TRADE/BRAND NAME		11C. MODEL NUMBER
11D. MANUFACTURER NAME AND ADDRESS				
12. AGE OF VICTIM 054	13. SEX Female 2	14. DISPOSITION Self-treated 1	15. INJURY DIAGNOSIS Thermal Burn 51	
16. BODY PART (S) INVOLVED Finger 92	17. RESPONDENT Complainant 1	18. TYPE OF INVESTIGATION Telephone 2	19. TIME SPENT (OPERATIONAL HOURS) 10.0	
20. ATTACHMENT(S) Mult. Att. 9	21. CASE SOURCE Consumer Complaint 07		22. SAMPLE COLLECTION NUMBER 99-860-6401	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) Yes				
24. REVIEW DATE 990907	25. REVIEWED BY 8101		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC:				

The following information was obtained during a telephone conversation with the complainant. The incident product is being held by the complainant and will be turned over to CPSC upon request. An exemplar of the product was collected from the retailer and sent the to Commission's Compliance and Recalls Division.

PRE-INCIDENT:

The complainant stated she was a 54-year-old female. Although she used prescription glasses to correct her vision, the complainant was in excellent health and had no mental or physical disabilities. Also, she was not taking any medications on the day of the incident.

The complainant was a college graduate and had an annual income between \$15,000-34,000.

The incident involved a disposable cigarette lighter belonging to the complainant who used it to light cigarettes she smoked. The complainant purchased the lighter new sometime in July of 1999. A wholesale store sold the lighters in packages of 50 for about \$6.00.

Because she has been using lighters for the past 30 years, the complainant felt comfortable with them and was familiar with the hazards involved with their use. During this period, she smoked approximately ten cigarettes per day and has used several different brands and models of lighters.

The complainant has never had any problems with lighters in the past and has never complained of a lighter being hazardous until she used the incident lighter.

The incident lighter was never used until the day of the incident and was not modified in any way prior to this time.

The incident occurred sometime in July of 1999 at approximately 4:30 p.m. The weather was typically nice and lighting conditions were good.

That afternoon, the complainant had just finished work and was on her way home. She entered her parked automobile and started the engine. While running the car's engine, she decided to light up a cigarette using the new incident cigarette lighter stored in a case along with her cigarettes. She was not aware of any distractions or unusual circumstances at this time.

INCIDENT:

The complainant stated that after lighting her cigarette, she placed the incident lighter in the cigarette case. While attempting to close the case, she noticed a flame coming from the lighter's port located at its topside.

POST-INCIDENT:

In her panic to extinguish the flame, the complainant received a minor burn to one of her fingers. She could not

recall which finger suffered the burn nor could she remember how she extinguished the lighter's flame.

The complainant said the burn she suffered was minor and did not need any medical treatment.

Alarmed by the incident, the complainant warned her daughter, who also smoked cigarettes, of the lighter's hazard.

The complainant was surprised when her daughter explained she experienced the same situation after using another one of the lighters from the incident package.

The complainant's daughter said that after using another lighter from the package and placing it into her pants pocket, she noticed its flame still lit. Immediately, she pulled the lighter from her pocket and extinguished its flame by shaking the lighter.

The complainant's daughter did not suffer any injuries from her incident.

Frustrated by the two incidents, the complainant and her daughter decided to inspect the remaining lighters for quality by operating them.

Both the complainant and her daughter stated that while attempting to ignite a flame, spark wheels flew off several lighters. Also, some of the lighter's flames remained lit and had to be shook in order to be extinguished. Because this continued to occur with several other lighters from

the incident package, the complainant's daughter decided to save a representative sample of defective lighters and new lighters (never operated).

The complainant accessed the Internet to determine who distributed the lighters and to file a complaint through the Commission's web-site.

PRODUCT INFORMATION:

The incident product was a cigarette lighter belonging to the complainant. The lighter was made of a clear plastic case and had a metal band at its top. It measured 7/8" in length and 3 1/4" in height. The lighter was sold in a box containing a total of 50 lighters. The lighters came in an assortment of colors: pink, orange, green, red, and blue.

The lighter's activation mechanism consisted of spark wheels on its topside. The spark wheels were equipped with smooth side wheels, appearing to be child resistant. Additionally, a sliding switch at the front of the metal band controlled the height of the flame. There were no decorative features on the lighter.

Engraved on one side of the lighter's metal band was the name, "REDACTED". The metal band was also labeled, "CHINA *** 9E2." The bottom of the plastic case was labeled, "TF-426." An adhesive label on the lighter's side stated, "WARNING: KEEP AWAY FROM CHILDREN/XXX *** Made in China *** PAT 5 769 625." A barcode with the number, "0 936143 3" was also on this label.

The complainant stated she purchased the entire box of 50 lighters new in July of 1999, for approximately \$6.00 from Costco Wholesale in Kahului, Maui.

STANDARDS:

The back panel of the box the lighters were packaged in was printed, "This product complies with the consumer product safety standards for cigarette lighters 16 ofr 1210." No other standards were indicated anywhere else.

SAMPLE COLLECTED:

On August 12, 1999, this investigator collected an exemplar box of 50 lighters from Costco Wholesale, 333A Keahole Street, Honolulu, Hawaii 96825. This store was not the same location the complainant purchased the incident lighters from, however, it is the same wholesaler. The firm's center manager confirmed the sampled lighters were the same brand/model sold to the complainant in Kahului, Maui.

The lighters were identified as 99-860-6401 and sent to the Commission's warehouse for evaluation. Additionally, a Notice of Inspection (CPSC 296), affidavit (CPSC 158), Receipt for Sample (CPSC 163), and a letter from the wholesaler's corporate office stating the name of their supplier, was attached to the collection report.

EXHIBITS:

1. Assignment (4 pages)
2. Notice of Inspection (1 page)

3. Affidavit (1 page)
4. Receipt for Sample (1 page)
5. Letter from Costco's corporate office (1 page)
6. Collection Report for sample # 99-860-6401 (2 pages)

Author: Norvan K. Allen at CPSC-HQ1
Date: 7/28/99 9:02 AM
Priority: Normal
TO: James P. DiGrazia at CPSC-HQ1
CC: Michael T. Bogumill at CPSC-HQ2, Keven J. Barton at CPSC-HQ1
Subject: Internet Form Complaint - DOC #I9970143

Jim,

Please see the messages below.

I am asking for an IDI to be conducted at the complainant in Hawaii and collection of a substantial sample. It appears this is a Section 15 violation of the Cigarette Lighter voluntary standard. The complaint says nothing about a Child Resistant Mechanism, just that the lighters are bad. If she was burned because the flame did not go out, that's a violation of the voluntary standard, so section 15.

If possible David should obtain a sample of 50 lighters, as the complainant did and obtain all possible documentation showing where Costco got the lighters. The complainant states all the lighters she bought were discarded, but they are still available, apparently at Costco.

Samples to be sent to the Sample Custodian, my attention with one unit, each, to me and Mike Bogumill without fuel and unsealed.

Based on what David finds out LA will f/u at Kassir Co.

Thanks,
Norvan

Forward Header

Subject: Internet Form Complaint - DOC #I9970143
Author: Michael T. Bogumill at CPSC-HQ2
Date: 07/28/1999 10:17 AM

Gentlemen:

Please note the enclosed consumer complaint regarding a [REDACTED] brand cigarette lighter model. I believe that we should follow up on this complaint by contacting the consumer to see if we can sample the lighters she says she still has so that our lab can run some tests on them. We should also contact [REDACTED] to see if they imported the lighters themselves or purchased them from [REDACTED]. The [REDACTED] brand name belongs to [REDACTED] and is used by [REDACTED] on its smooth wheel models of child-resistant lighters. [REDACTED] already has a spotty history with us, and they are not cleared to be importing the [REDACTED] lighters. If they have imported them for distribution in Hawaii, the lighters are probably counterfeits of the [REDACTED] models, which would help to account for the multiple defects and the failure to comply with the date of manufacture requirement (although the date does not have to appear on a shelf display carton if it is on each lighter and on the certificate of compliance).

If these lighters were originally imported by [REDACTED] from its supplier in China, then we have a real problem, in that the manufacturer - [REDACTED] - has made great strides in the past few years to upgrade the

quality of its disposable lighters and is one of the few Chinese lighter manufacturers to have models pass the strict Canadian cigarette lighter safety standard.

Please let me know what you find out about these lighters. We should probably contact both [REDACTED] to see if they tell us similar stories about who is responsible for importing these reportedly defective lighters into the U.S.

Michael Bogumill, CRC/FPE

Forward Header

Subject: Internet Form Complaint - DOC #I9970143
Author: Catherine E. Downs at CPSC-HQ2
Date: 7/27/99 2:47 PM

Forward Header

Subject: Internet Form Complaint - DOC #I9970143
Author: Murray S. Cohn at CPSC-HQ1
Date: 7/27/99 8:30 AM

7/26/99 8:22:18 PM

990728CWE 5021

Name = Nancy Golden
Address = 426 Front Street
City = Lahaina
State = HI
Zip = 96761
Email = NKG39@AOL.COM
Telephone = 808-661-8115
Name of Victim = same as above
Victim's Address = same as above
Victim's City = Lahaina
Victim's State = HI
Victim's Zip = 96761
Victim's Telephone = 808-661-8115

Incident Description: Product LIT007 [REDACTED] (cigarette lighter) distributed by the:


[REDACTED]
Telephone: [REDACTED] Fax: [REDACTED]
I purchased a box of 50 lighters from Costco. Out of the 50 [REDACTED] in the box, ALL were defective. After using several lighters 3 or 4 times the "wheel" either jammed, "flew off" or dislodged. On more than one occasion the lighter flame would not go out and I was burned. This product is NOT SAFE. Printed on the box is the claim that this product complies with the consumer product safety standards for cigarette lighters 16 ofr 1210. This is NOT true. The [REDACTED] Lighters are not safe. Also on the box the date of manufacture is blank.
Product is made in China and a Patent is Pending
All 50 lighters purchased had to be discarded.

Victim's age at time of incident = 54
Victim's sex = Female
Date of incident = 7/99
Product involved = LIT007 [REDACTED] (cigarette lighter) pre pkg. of 50 per box
Product brand name/manufacturer = [REDACTED]

Product involved still available = Yes

Product model and serial number = [REDACTED] There is no
serial number

Date product purchased = July 1999

U.S. CONSUMER PRODUCT SAFETY COMMISSION	
NOTICE OF INSPECTION	
1. DATE <div style="font-size: 1.2em; margin-top: 5px;">8/12/79</div>	3. FROM (Area Office and Address) <div style="font-size: 1.2em; margin-top: 5px;">HONOLULU FIELD OFFICE PMB 2208 1142 AUANI ST., #A 7 HONOLULU, HI 96814</div>
2. TIME <div style="font-size: 1.2em; margin-top: 5px;">11:30</div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> A.M. P.M. </div>	
A. NAME AND TITLE OF INDIVIDUAL <div style="font-size: 1.2em; margin-top: 5px;">ERIC TOMITA, CENTER MANAGER</div>	
B. FIRM NAME <div style="font-size: 1.2em; margin-top: 5px;">COSTCO</div>	
4. TO C. NUMBER AND STREET ADDRESS <div style="font-size: 1.2em; margin-top: 5px;">333 A KEAHOLE ST.</div>	
D. CITY, STATE AND ZIP CODE <div style="font-size: 1.2em; margin-top: 5px;">HONOLULU, HI 96825</div>	
<p>Notice of Inspection is hereby given pursuant to:</p> <ul style="list-style-type: none"> • Flammable Fabrics Act (15 U.S.C. 1191 <i>et seq.</i>); • Federal Trade Commission Act (15 U.S.C. 41 <i>et seq.</i>); • Sections 16, 19 and 27 of the Consumer Product Safety Act (15 U.S.C. 2065, 2068 and 2076) • Section 704(a) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 374(a)) [Authority for inspections in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 <i>et seq.</i>)] and/or • Section 11(b) of the Federal Hazardous Substances Act as Amended (15 U.S.C. 1270(b)). <p>Refer to the back of this form for a discussion of inspectional authority and for pertinent statutory language.</p>	
<p>5. PURPOSES OF INSPECTION AND NATURE OF INFORMATION TO BE OBTAINED AND/OR COPIED.</p> <p>The purpose of this inspection is to obtain information; to review and obtain copies of items including but not limited to records, reports, books, documents; and labeling; and to obtain samples, in order to enforce or determine compliance with the Acts administered by the Consumer Product Safety Commission.</p>	
<p>6. FREEDOM OF INFORMATION REQUIREMENTS</p> <p>Those from whom information is requested should state whether any of the information submitted is believed to contain or relate to a trade secret or other matter which should be considered by the Commission to be confidential and whether any of the information is believed to be entitled to exemption from disclosure by the Commission under the provisions of the Freedom of Information Act (15 U.S.C. 552). Any statement asserting this claim of confidentiality must be in writing, and any request for exemption of the information from disclosure must be made in accordance with the Commission's Freedom of Information Act regulations. 16 CFR Part 1015.</p>	
<p>7. SIGNATURE (Authorized CPSC Official)</p> <div style="font-size: 1.5em; margin-top: 10px;">  </div>	

AFFIDAVIT	SAMPLE NO. 99-260- 6401
STATE OF HAWAII	COUNTY OF HONOLULU

Before me, DAVID S. CHENG, a duly authorized employee of the Consumer Product Safety Commission, appropriately designated by the Chairman of said Commission pursuant to provisions of the Consumer Product Safety Act (sec. 27 (b) (2), 86 Stat. 1228; 15 U.S.C. 2076 (b) (2), to administer or take oaths, affirmations, and affidavits, personally appeared ERIC TOMITA in the county and State aforesaid, who, being first duly sworn, deposes and says:

I am Eric Tomita, Center Manager, for Costco located at 333A Keahole Street, Honolulu, HI. 96825. As manager, I am knowledgeable of merchandise received and sold by this store.

On August 12, 1999, I identified our lot of ~~XXXXXXXXXX~~ brand disposable lighters as received from ~~XXXXXXXXXX~~.

Mr. Cheng sampled (50) lighters from our lot. I further describe the lighters as labeled in part, ~~XXXXXXXXXX~~, ~~XXXXXXXXXX~~." On this date, I provided product identification via our firm's database to CPSC.

Manifest/Shipping Records will be provided upon CPSC's request.

AFFIANT'S SIGNATURE & TITLE

[Signature], Center Manager

FIRM (Name and address, include ZIP Code)

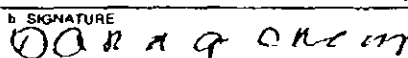
Costco
 333 A Keahole Street
 Honolulu, HI 96825

Subscribed and sworn before me at Honolulu, HI

this 12th day of August, 1999. (City and State)

David S. Cheng
 (Employee's Signature)

EMPLOYEE OF THE CONSUMER PRODUCT SAFETY COMMISSION ACTING IN ACCORDANCE WITH AUTHORITY GRANTED IN THE ABOVE STATED DECLARATION.

U.S. CONSUMER PRODUCT SAFETY COMMISSION		1. AREA OFFICE ADDRESS PMB 2208 1142 AUAHI ST., #A-7 HONOLULU, HI 96814	
2. NAME OF INDIVIDUAL ERIC TOMITA		3. TITLE OF INDIVIDUAL CENTER MANAGER	
5. FIRM NAME COST CO		4. DATE 6. SAMPLE NUMBER 99-860-	
7. NUMBER AND STREET 333 KEAHOE ST.		8. CITY AND STATE (Include Zip Code) HONOLULU, HI 96825	
9. SAMPLES COLLECTED (Describe fully. List lot, serial, model numbers and other positive identification) <p>The following samples were collected by the Consumer Product Safety Commission pursuant to Section 27(f) of the Consumer Product Safety Act (15 U.S.C. 2076(f) and/or Section 11(b) of the Federal Hazardous Substances Act (15 U.S.C. 1270(b) and/or Sections 5(c) and (d) of the Flammable Fabrics Act (15 U.S.C. 1194(c) and (d) and/or Section 704(c) of the Federal Food Drug and Cosmetic Act (21 U.S.C. 374(c)) [Authority for sample collections made in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 et seq.)], and receipt for said samples is hereby acknowledged. Sections cited are quoted on the reverse side of this form.</p> <p>(1) PKG. OF CIGARETTE LIGHTERS (50 COUNT) LABELED, "██████████ / ██████████ / ██████████" SIDE OF LIGHTER'S BODY IS LABEL WITH SAFETY WARNING AND BARCODE NUMBER, "██████████" RAISED LETTER ON BOTTOM OF BODY STATES, "TF-428."</p>			
10. AMOUNT RECEIVED FOR SAMPLE \$ 6.91		11. SAMPLES WERE <input checked="" type="checkbox"/> PURCHASED <input type="checkbox"/> BORROWED (To be returned)	
12. COLLECTOR a. NAME (Print or type) David G. Cheng		b. SIGNATURE 	

PRODUCT IDENTIFICATION

"WARNING - KEEP AWAY FROM CHILDREN/XXX *** Made in China *** PAT 5 769 625." Barcode is: 0 936143 3. Bottom of lighter body is labeled, "TF-426." Lighters come in (50) count package in assorted colors: pink, orange, green, red, and blue. The lighters were all packaged in a cardboard carton labeled, ~~XXXXXXXXXX~~ / NEW SMOOTH SPARK WHEEL SAFETY SYSTEM / ADJUSTABLE FLAME / QUALITY GUARANTEE / ~~XXXX~~ / PAT. PENDING ~~XXXXXXXXXX~~ / This product complies with the consumer product safety standards for cigarette lighters 16 CFR 1210 / Date of Manufacture: 99 5 22 / Patent Pending ? Made in China ~~XXXX~~." The barcode on the box is, ~~XXXXXXXXXX~~

METHOD OF COLLECTION

sent directly to Michael Bogumill, FPE; sub 2 was unsealed and sent directly to Norvan Allen, FOWR CO; subs 3-50 were identified as per #21, placed in a plastic bag with an ID, and officially sealed. They were sent to the Commission's warehouse to be held for Michael Bogumill.

REMARKS

Lighters were collected as f/u to IDI #990728CWE5021. Consumer claimed several lighters were defective and one burned her.

1. TASK NUMBER 980526CCC3834		2. INVESTIGATOR'S ID 8833		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 860	4. DATE OF ACCIDENT YR MO DAY 98/03/22	5. DATE INITIATED YR MO DAY 98/06/02		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC On 3/22/98, a non-injury car fire occurred when a novelty cigarette lighter failed to extinguish when lighting mechanism was released.				
7. LOCATION (Home, School, etc.) place of emp. 5		8. CITY Everett		9. STATE WA
10A. FIRST PRODUCT butane novelty lighter 1604		10B. TRADE/BRAND NAME unknown		10C. MODEL NUMBER [REDACTED]
10D. MANUFACTURER NAME AND ADDRESS [REDACTED] 98003				
11A. SECOND PRODUCT		11B. TRADE/BRAND NAME		11C. MODEL NUMBER
11D. MANUFACTURER NAME AND ADDRESS				
12. AGE OF VICTIM No injury 999	13. SEX No Injury 9	14. DISPOSITION 0	15. INJURY DIAGNOSIS No Injury 70	
16. BODY PART (S) INVOLVED No Injury 99	17. RESPONDENT 1	18. TYPE OF INVESTIGATION 1	19. TIME SPENT (OPERATIONAL HOURS) 10	
20. ATTACHMENT(S) 9	21. CASE SOURCE Consumr Complaint 7		22. SAMPLE COLLECTION NUMBER 99-860-5095	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) No				
24. REVIEW DATE	25. REVIEWED BY		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC:				

wesa

980526CCC3834

EXHIBIT # 2 JIBIHXG

500

INCIDENT INVESTIGATION REQUEST FORM

DOCUMENT NUMBER:

C9850014A

DATE OF INCIDENT:

3/22/98

CATID:

SECT H I 1998

FOLLOW-UP REQUESTED

HAZARD ANALYSIS

SECT 15

TYPE FOLLOW-UP

TELEPHONE ()

ON-SITE (X)

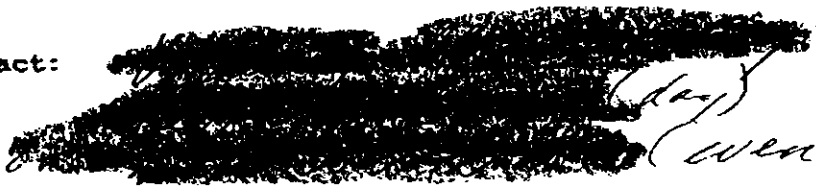
HEADQUARTERS CONTACT:

Mike Bogumill

ASSIGNMENT MESSAGE:

Please conduct an on-site investigation and collect the sample. Also collect a new ~~modern~~ identical lighter from the retailer.

Person(s) to Contact:

 (day)
(evening)

Guidelines:

Task Number:

980526CCC3834

Date: 5/26/98

Assigned to:

SFOO

Requested by:

yeh

CPSC Form 324A (10/94)

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

STATEWIDE TOLL FREE 800-551-4636
HEARING IMPAIRED - TDD 800-276-9883 or local 206-464-7293

STATEWIDE TOLL FREE 800-351-4636 HEARING IMPAIRED - TDD 800-276-9883 or local 206-464-7293		
Bellingham: Island, San Juan, Skagit and Whatcom counties. 103 E. HOLLY SUITE 308 BELLINGHAM, WA 98225 (360) 738-6185 FAX (360) 738-6190	Seattle: King, Snohomish, Clallam and Jefferson counties and Bainbridge Island. 900 FOURTH AVENUE SUITE 2000 SEATTLE WA 98164-1012 (206) 464-6684 FAX (206) 464-6451	Olympia: Thurston County. 905 PLUM ST SE # 3 PO BOX 40118 OLYMPIA, WA 98504-0118 (360) 753-6210 FAX (360) 664-2585
Tacoma: Pierce, Mason, Grays Harbor and Kitsap 1019 PACIFIC AVENUE SOUTH 3 RD FLR TACOMA WA 98402-4411 (253) 593-2904 FAX (253) 593-2449	Spokane: Central-Northeastern Washington. WEST 1116 RIVERSIDE SPOKANE WA 99201-1194 (509) 456-3123 FAX (509) 456-2486	Kennewick: Southeastern Washington. 500 N MORAIN ST SUITE 1250 KENNEWICK WA 99336-2607 (509) 734-7140 FAX (509) 734-7290
Please type or print. This form should be returned to the address nearest to you. After your complaint is received, you will be contacted by mail regarding assignment of your complaint.		Please include copies of related documents. SEND COPIES ONLY - DO NOT INCLUDE ORIGINAL DOCUMENTS!

CONSUMER INFORMATION

Name: [redacted] Please Print or Type Last First Middle Initial
Address: [redacted]
City: Everett State: WA Zip: 98203
Phone: Day: [redacted] Evening: [redacted]
This office will handle a complaint only if a copy of your complaint can be sent to the business. If you do not want your complaint sent to the business, please explain.

BUSINESS INFORMATION

Name of Business Involved: CHEVRON (FOREST PARK)
Please Print or Type
Address: 4101 - Rucker Ave.
City: Everett State: Wa Zip: 98203
Phone: (425) 388-4559 Name of Owner or Manager (if known): Deirdra
Names and addresses of any other businesses involved in your complaint: GIFT MASTER (206) 467-4959
29423 - 1 ave So. Federal Way Wa. 98003
Item or Service Purchased: cigarette lighter (novelty lighter) ISSUE: 3A
Cost of Item or Service: \$8.99 Did you sign a contract? _____ Account # (if applicable): _____
Date of Transaction: 1/1 Salesperson's Name: _____
Was an advertisement involved? _____ Date and Source of Advertisement: _____
MAY 21 1998

ABOUT YOUR COMPLAINT

Have you complained to the Business? yes If YES, to whom: Chevron sales clerk / GIFT MASTER
What response did you receive? Chevron referred us to [unclear]
they said it's our fault we should of turned the lighter off
If you have not contacted the business, explain why not: 980526CCC3834



Have you filed a complaint about this business with the Attorney General's Office before? NO
If YES, list the file number assigned to that complaint:
Have you contacted a private attorney? NO If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending? NO If YES, please explain:

EXPLAIN YOUR COMPLAINT IN DETAIL (use additional pages if necessary):

my 16 years old son [REDACTED] bought a cigarette lighter (novelty lighter) at Chevron station approximately end of jan. 98. Novelty lighter has a form of saucer animal and when lighted its eyes glow and fire comes out of its mouth.

On 3/22/98 at about 5 pm [REDACTED] left for work at [REDACTED] of Essex. He parked his car by [REDACTED] builder. Novelty lighter was left on driver's seat. When he returned for lunch at 9:30 pm he found the interior of vehicle destroyed by fire. Fire died by then because doors and windows were closed. Fortunately there was no draft, other-
wise the car would have exploded - I missed some of the details.

1. TASK NUMBER 000707CNE5648		2. INVESTIGATOR'S ID 9062		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 800	4. DATE OF ACCIDENT YR MO DAY 00-07-04	5. DATE INITIATED YR MO DAY 00-07-07		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC The 72-year-old, female victim received burns to her legs when she dropped a lit cigarette lighter onto a blanket that was covering her. The fire then spread to the upholstered chair she was sitting in. Due to paralysis from a stroke, she was unable to extinguish or retrieve the lighter. The condominium she lived in was a total loss.				
7. LOCATION (Home, School, etc.) Home 1		8. CITY Bridgeport		9. STATE CT
10A. FIRST PRODUCT Cigarette lighter 1604		10B. TRADE/BRAND NAME 		10C. MODEL NUMBER Unknown
10D. MANUFACTURER NAME AND ADDRESS 				
11A. SECOND PRODUCT Blanket 4008		11B. TRADE/BRAND NAME Unknown		11C. MODEL NUMBER Unknown
11D. MANUFACTURER NAME AND ADDRESS Unknown				
12. AGE OF VICTIM 072	13. SEX Female 02	14. DISPOSITION Treat & admit 4	15. INJURY DIAGNOSIS Burn 51	
16. BODY PART (S) INVOLVED Legs 36	17. RESPONDENT Fire inspector 3	18. TYPE OF INVESTIGATION Telephone 02	19. TIME SPENT (OPERATIONAL HOURS) 7 hours	
20. ATTACHMENT(S) Multiple 09	21. CASE SOURCE Newspaper 05		22. SAMPLE COLLECTION NUMBER None	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY)			Name of resp. may be disclos	
24. REVIEW DATE	25. REVIEWED BY		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC: NEISS, FOER-R. Moro			28. Document Number N0070155A	

The information contained in this report was received from the Bridgeport fire inspector, Manuel Alicea. The consumer's phone number, obtained from an internet search, has been disconnected. The telephone operator stated that there is no phone number for the victim in Bridgeport, CT, nor is there a listing for her son. A letter issued to the consumer requesting an interview, has gone unanswered.

PRE-INCIDENT

The 72-year-old female consumer lives in a two story condominium with her 78-year-old husband. The condominium is attached to three other units.

The consumer had been the victim of a stroke at some time prior to the incident. She was partially paralyzed, due to the stroke. She smoked cigarettes, even though her doctor had told her to stop.

On 4 July 2000, the victim was sitting in her upholstered living room chair. There was a blanket covering her. The living room is on the first floor of the condominium.

INCIDENT

The victim was trying to light a cigarette with a ~~lighter~~ lighter, when she dropped the lighter onto the blanket. She was unable to move or retrieve the lighter, because of her paralysis. She called for help. The lighter ignited the blanket, and the fire then spread to the upholstered chair.

POST-INCIDENT

The consumer's husband was upstairs. He heard her cry, and came downstairs to help her out of the chair. Her husband and neighbors removed her from the apartment and called the Bridgeport Fire Department. The fire department arrived and extinguished the blaze, but the condominium was a total loss. The victim received burns to the back of her legs and was hospitalized.

The fire inspector stated that the lighter the victim was using was a refillable ~~lighter~~ lighter. The flame remains lit, until it is extinguished by the user. When the victim dropped the lighter onto the blanket, it was still lit, and her paralysis left her unable to reach for it and extinguish it. The fire has been ruled accidental by the Bridgeport Fire Department.

There is no physical description of the lighter. The type of blanket is also unknown. The lighter, blanket and chair were unavailable for examination or collection.

SAMPLE COLLECTED

No sample collected.

PRODUCT IDENTIFICATION

The product is a Zippo lighter manufactured by: [REDACTED]

The consumer purchased the lighter at: Unknown

The product is a refillable cigarette lighter. Lighter description is unknown. Once lit, the lighter remains lit until it is extinguished by the user. Lighter markings are unknown.

PRODUCT STANDARDS

Product standards are unknown.

ATTACHMENTS

Exhibit 1 – Bridgeport Arson Squad Fire Report

Exhibit 2 – Data Recording Sheet for Upholstered Furniture Fires

000707CNE5648

Exhibit 1

p. 1 of 1

Bridgeport Fire Department
Arson Squad

Report Date:	7-4-00	Page: 1 of: 1	
Initial Report:	7-4-00	Continuation:	
File #:	6524	Investigator:	M.R. Alicea
Fire Address:	[REDACTED]		
Fire Date:	7-4-00	Day of week:	Tuesday
Fire Time:	9:33	Code 7 Time:	09:50
Property Type:	2 story wood frame condo		
Owner:	[REDACTED]		
Address:	[REDACTED]		
Telephone:			
Insurance:		Policy #:	
Address:			
Telephone:			
Policy Amount:			
Estimated Loss:			
Offense:			
Modus Operandi:	accidental		
Motive:			
Evidence File #:		Description:	
State Lab File #:		Results:	
Photographs:	yes		
Occupants:	[REDACTED]		
Witnesses:			
Suspects / Arrests:	none		

Narrative: Responded to a code 7 at the request of Battalion 1, Chief J. Currivan. Upon arrival Battalion 1 informed me the fire started on the 1st floor living room. Further investigation revealed that [REDACTED] was burned on the back of her legs, when she was lighting a cigarette with a [REDACTED] lighter, which fell and caught her blanket on fire. I spoke with her son [REDACTED] who informed me that his mother had a stroke and was told to quit smoking cigarettes. [REDACTED] was upstairs when he heard her cry for help. Fire spread throughout the apartment. Total loss.

We visited [REDACTED] at Bridgeport Hospital emergency room where she was taken for her burns. She stated she was seated in the living room trying to light a cigarette when she dropped the lighter.

Exhibit 2

p 1 of 3

Attachment A

DATA RECORDING SHEET FOR UPHOLSTERED FURNITURE FIRES
(To be attached to CPSC Form 182, Epidemiologic Investigation Report
along with a copy of the Fire Incident Report)

Task Number 000707CNE5648

Incident Date

7-4-00

A. PRODUCT DESCRIPTION // Sofa/Couch ☒ Chair // Sofa bed // Other _____

1. Was upholstered furniture slipcovered? // Yes // No ☒ Unknown

2. Had it been reupholstered? // Yes // No ☒ Unknown

3. Manufacturer/Distributor/Brand

Unknown

4. Purchased: // New // Used ☒ Unknown

If used, specify how obtained (e.g., garage sale, etc.)

5. Date Furniture Purchased: unk Furniture Age

unk

6. Standard Certification Labeling: e.g., UFAC or

California standard: (Copy)

B. POINT OF FIRE IGNITION ON FURNITURE: Describe where fire started on upholstered furniture.

// Skirt // Seat cushion // Inside back // Inside arm

// Back // Side // Underside // Crevice

// Welt Cord // Tuft //

Other unk - Blanket was ignited first, then spread to chair.

C. AGE (IN YEARS) OF PERSON INVOLVED IN IGNITION (if appropriate):

72 years

// LT 5 yrs. old // 5 - 14 // 15 - 64 ☒ 65 +

D. PRODUCT INVOLVED AS HEAT SOURCE AND TYPE (Check):

☒ Lighter _____ Match _____ Candle _____ Heater _____ Fireplace _____

_____ Other (specify) _____

_____ Unknown

If lighter, specify type: // Child-resistant ☒ Not child-resistant // Unknown

If match, specify type: // Book // Box // Unknown

If heater, specify fuel source and distance from furniture:

_____ Fuel source _____ Distance from furniture

E. DETECTION OF FIRE

7. Detector (smoke, heat, c.o., sprinkler) present?

☒ Yes // No // Unknown

If yes, specify

type: _____

8. Detector went off (alarmed)?

// Yes // No ☒ Unknown

9. If no, do you know any reason why not; e.g., unpowered, fire too small, etc.?

10. About how soon was the fire discovered after it started? Immediately

F. VICTIM(S)

0 Number of Deaths 1 Number of Injuries

G. Socio-Economic Data:

11. Education level of head of household:

// Less than high school // High school // Some College unk

12. Total household income:

// LT \$15,000 // \$15,000 - \$34,999 // \$35,000 + unk

13. Approximate home market value:

Unknown

// Rent // Own unk

General Description: Provide general description, including all other relevant factors and information on the investigation form.

Victim suffering from partial paralysis dropped lit, refillable lighter onto a blanket covering her legs. She was unable to retrieve or extinguish lighter due to her condition. Lighter ignited blanket, which then ignited upholstered chair that victim was sitting in.

1 Case Number 960809CCCC54 '0	2 Investigator ID 9 0 2 1	3 Office Code 8 7 2	EPIDEMIOLOGIC INVESTIGATION REPORT
4 Accident date 9 6 0 3 3 0	5 IDI initiated 9 6 0 8 2 1		
6 Synopsis of Accident or complaint A disposable lighter was used to light a cigarette, while the victim was driving her car. The lighter was then placed in the car's console. After a minute or two, the victim stated she saw a flame in the console. The victim pulled into a parking lot and threw the lighter to the ground. The lighter continued to burn for about 2 minutes. The lighter was retrieved. It was reported the body of the lighter was partially melted. The lighter did have a child resistant device, which reportedly was in place and functioned.			
7 Location inside passenger vehicle 0 0	8 City Seattle	9 State W A	
10a First Product Cigarette lighter 1 6 0 4	11a Trade/Brand name/Model/Mfr Lighter		
10b Second Product None 1909	11b Trade/Brand name/Model None		
12 Age of Victim 9 9 9	13 Sex no injury 9	14 Disposition no injury 0	15 Injury diagnosis no injury
16 Body part no injury 9 9	17 Respondents complainant 1	18 Investigation type on-site 1	19 Time spent 3 7 0
20 Attachments documents 2	21 Case Source consumer complaint 0 7	22 Reviewed by 8 1 0 1 9 6 0 9 2 7	
23 Permission to disclose names (Non-NEISS cases only) XXX CPSC may disclose my name _____ CPSC may not disclose my name			
24 Narrative		25 Regional Director review date	

See attached continuation sheets for narrative.

MFR/PRVLBR NOTIFIED *Jun 6/15/98*
dy. reviewed
☐ No Comments made
☐ Comments attached
☐ Exclusions/Revisions
☒ Firm has not requested
 further notice

1 Case Number 960809CCC5470		2 Investigator ID 9 0 2 1		3 Office Code 8 7 2		EPIDEMIOLOGIC INVESTIGATION REPORT /	
4 Accident date 9 6 0 3 3 0		5 IDI initiated 9 6 0 8 2 1					
6 Synopsis of Accident or complaint A disposable lighter was used to light a cigarette, while the victim was driving her car. The lighter was then placed in the car's console. After a minute or two, the victim stated she saw a flame in the console. The victim pulled into a parking lot and threw the lighter to the ground. The lighter continued to burn for about 2 minutes. The lighter was retrieved. It was reported the body of the lighter was partially melted. The lighter did have a child resistant device, which reportedly was in place and functioned.							
7 Location inside passenger vehicle 0 0				8 City Seattle		9 State W A	
10a First Product : Cigarette lighter 1 6 0 4				11a Trade/Brand name/Model/Mfgr [REDACTED]			
10b Second Product None				11b Trade/Brand name/Model None			
12 Age of Victim 9 9 9		13 Sex no injury 9		14 Disposition no injury 0		15 Injury diagnosis no injury 7 0	
16 Body part no injury 9 9		17 Respondents complainant 1		18 Investigation type on-site 1		19 Time spent 0 7 0	
20 Attachments documents 2		21 Case Source consumer complaint 0 7		22 Reviewed by 8 1 0 1 9 6 0 9 2 7			
23 Permission to disclose names (Non-NEISS cases only) XXX CPSC may disclose my name _____ CPSC may not disclose my name							
24 Narrative See attached continuation sheets for narrative.				25 Regional Director review date			

100-50111-04-12

PRE-INCIDENT:

This in-depth investigation was initiated based upon a consumer complaint received at the CPSC toll free hotline. The complaint regarded a disposable cigarette lighter which caught fire while inside a passenger vehicle.

During this IDI, an on-site visit with the complainant was made. The complaint provided the details of the incident which are reported in this document.

The complainant is a 38 year old female. At the time of the incident, the complainant was in good physical and mental health. The complainant reported that she was not taking any medication at the time of the incident.

The complainant reported that a few weeks prior to the incident, she purchased a disposable cigarette lighter from a convenience store located near her home. The lighter was equipped with a child resistant device. The cost of the lighter was \$.99.

The complainant reported that she used the lighter on a daily basis. The lighter was used an estimated 7 - 10 times per day. The complainant stated she has been a smoker for a while and has used all kinds of lighters. The complainant is familiar with the use of disposable lighters and with most of the new child resistant features. The complainant stated the lighter involved in this IDI did have a child resistant feature. The child resistant feature reportedly functioned as designed and would automatically reset after each use. The complainant reported the lighter functioned normally until the day of the incident.

On March 30, 1996 during the mid-afternoon, the complainant stated she was driving in her 1993 [REDACTED]. The complainant was the sole occupant of the vehicle. While driving, the complainant used the lighter to light a cigarette. After using the lighter, she placed it in a console located between the driver and passenger front seats.

INCIDENT:

960809CCC5470. page 3

The complainant stated that after a few seconds, no more than a minute, she noticed a flame in the console. The flame was estimated at 1 inch in height.

POST INCIDENT:

Upon noticing the flame, the complainant pulled into a parking lot of a convenience store. She picked up the lighter and observed the lighter was burning at the point where flame is expected in a lighter and, in addition, the contents of the lighter were escaping from the lighter in all directions. The complainant stated she was afraid the lighter was going to explode, so she tossed the lighter out her open window. The lighter landed on the paved parking lot.

The complainant stated that she then examined the damage done to the hard plastic console of the vehicle. The console had a 1.5 inch burn mark. The complainant stated that she sat in the car for an estimated 2 minutes. She was about to drive off, but decided to pick up the lighter in case she needed it for any future action.

When the lighter was retrieved, she noticed the lighter was partially melted around the top. The complainant then returned to her vehicle and drove away.

The complainant stated she notified the owners of the convenience store about the incident. The store owners were understanding and provided the complainant with the name of their supplier.

960809CCC5470. page 4


The complainant stated that she telephoned the supplier and informed them of the incident. She was told to go back to the retail store and deal with their lawyers regarding reimbursement for damages.

The complainant stated that she telephoned a Nissan dealer and learned the replacement of the console was approximately \$120.00. She thought getting the money from the retailer would be "more of a hassle than it was worth". Since then, she has dropped her attempts at replacing the console. The lighter involved in the incident was then discarded.

PRODUCT IDENTIFICATION:

The product involved in this IDI was a disposable cigarette lighter. The lighter was purchased by the complainant at a local convenience store. The estimated price of the lighter was \$.99.

According to the complainant, the lighter was manufactured of opaque green plastic. The lighter did have a child resistant device. Recorded on the Consumer Product Incident Report (CPSC Form 175) was that the lighter had a US Patent #5197870 and the manufactured date was 08/95-SW.

The complainant on the Consumer Product Incident Report form reported the lighter was a Pushlite brand lighter. However, during the interview, the complainant reported the lighter to be a 

960809CCC5470, page 5

The wholesaler of the lighters was reported as [REDACTED]
[REDACTED]

The lighter involved in the incident was discarded by the complainant prior to this investigation.

SAFETY STANDARDS:

There are mandatory federal safety standards regarding cigarette lighters under the Consumer Product Safety Act. The regulations can be found in 16 Code of Federal Regulations, section 1210.

ATTACHMENTS:

1. Assignment documents
2. Release of name
3. Photographs of damage to vehicle.

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H444031ADate of Incident 3/31/96 Category I.D. SECTPM1994Follow-Up Requested Hazard Analysis

Section 15

Type Follow-Up Requested Telephone Call

On-Site

Headquarters Contact Pam MajorAssignment Message Please conduct an on-site

investigation on this lighter. Collect
sample if it's still available.
Photograph damage to car if it
hasn't been fixed.

Person(s) to Contact Pam Thomas

4724 S. Pearl St.
Seattle, WA 98148
(206) - 721-3413

Guideline _____

Requested By _____

Task Number 9608090005470Assigned to SF00 Date 8/9/96

10/20/76

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



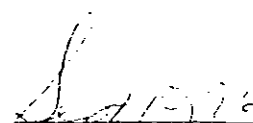
You are hereby authorized to disclose my name and address with the information collected on this case.



My identity is to remain confidential.



(Signature)



(Date)

COLOR COPY OF
PHOTOS CAN BE
FOUND IN
CLEARINGHOUSE

ROOM 504

ISSUE 20
CONSUMER PRODUCT INCIDENT REPORT

Region: MASC

1. NAME OF RESPONDENT [REDACTED]	2. PHONE NO. (HOME) (WORK) [REDACTED]
3. STREET ADDRESS [REDACTED]	4. CITY STATE ZIP CODE Halifax PA 17032

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Whenever consumer lets go of lighter's red hard plastic button that holds gas to burn flame, button remains pushed down and flame continues to burn. Consumer has to push up button to make flame stop burning.

Warning label on lighter states: "Important warning: Keep away from
-cont-

6. DATE OF INCIDENTS 2/11/97	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
---------------------------------	--	--

9. DESCRIPTION OF PRODUCT hard plastic butane disposable cigarette lighter	10. BRAND NAME [REDACTED]
---	------------------------------

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown, Made in China unknown unknown unknown unknown	12. MODEL, SERIAL NUMBERS [REDACTED] 13. DEALER'S NAME, ADDRESS & PHONE Choice Market unknown Halifax, PA 00000 unknown
---	---

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 2/97 AGE 4 dys.	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: see narrative
---	--	--

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
--	--	---

FOR ADMINISTRATION USE

20. DATE RECEIVED 02/12/97	21. RECEIVED BY (NAME & OFFICE) dec/HL	22. DOCUMENT NO. H9720118A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 1604
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 2/12/1997


CONSUMER PRODUCT INCIDENT REPORT

Region:MASC

1. NAME OF RESPONDENT [REDACTED]		2. PHONE NO. (HOME) (WORK) [REDACTED]	
3. STREET ADDRESS [REDACTED]		4. CITY Halifax	STATE ZIP CODE PA 17032
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Whenever consumer lets go of lighter's red hard plastic button that holds gas to burn flame, button remains pushed down and flame continues to burn. Consumer has to push up button to make flame stop burning. Warning label on lighter states: "Important warning: Keep away from -cont-			
6. DATE OF INCIDENTS 2/11/97	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT hard plastic butane disposable cigarette lighter		10. BRAND NAME [REDACTED]	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown, Made in China unknown unknown unknown unknown		12. MODEL, SERIAL NUMBERS [REDACTED] 13. DEALER'S NAME, ADDRESS & PHONE Choice Market unknown Halifax, PA 00000 unknown	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:		15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 2/97 AGE 4 dys.	
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: see narrative			
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO x OTHER?		18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 02/12/97	21. RECEIVED BY (NAME & OFFICE) dec/HL		22. DOCUMENT NO. H9720118A
23. FOLLOW-UP ACTION			24. PRODUCT CODE(S) 1604
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE CCH 2/12/1997	

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.


Signature

5-22-97
Date

+--+
| |
+--+

I request that you do not release my name.

+--+
| |
+--+

You may release my name to the manufacturer but
I request that you not release it to the general
public.

+--+
| |
+--+

You may release my name to the manufacturer and to
the public.

11/21
CONSUMER PRODUCT INCIDENT REPORT

Region: CENTRAL

1. NAME OF RESPONDENT Melissa Cooper	2. PHONE NO. (HOME) (WORK) 334-285-2272 334-262-2584
3. STREET ADDRESS 156 Wynfield Drive 165	4. CITY STATE ZIP CODE Coosada AL 36020

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Consumer depressed lighter ignition lever and 1.5" high flame remained lit unbeknownst to consumer. Consumer placed lighter on bed and walked away for approximately 3 minutes. Consumer returned to bedroom and saw a 2' high flame coming from bed. Consumer threw water on fire to extinguish flames. Consumer used lighter one additional time and flame continued after she

-cont-

6. DATE OF INCIDENTS 6/19/97	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
---------------------------------	--	--

9. DESCRIPTION OF PRODUCT child-resistant disposable cigarette lighter / bed	10. BRAND NAME Disposable Cigarette Lighter
---	--

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown unknown not available unknown MURFORD, CT	12. MODEL, SERIAL NUMBERS unknown, Mfr. date 1995
---	--

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JUN 25 1997

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO x IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 5/97 AGE 1 month
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown NO

17. HAVE YOU CONTACTED THE MANUFACTURER? (YES) x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? (YES) x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? (YES) x NO
---	---	---

FOR ADMINISTRATION USE		
20. DATE RECEIVED 06/23/97	21. RECEIVED BY (NAME & OFFICE) pyr/HL	22. DOCUMENT NO. H9760258A

23. FOLLOW-UP ACTION	24. PRODUCT CODE(S) 1604 8694
----------------------	----------------------------------

25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE CTW 6/24/1997
------------------	--

CONSUMER PRODUCT INCIDENT REPORT

H9760258A

Narrative Continued

depressed lighter's ignition lever. Consumer discontinued use.

6/20/97 Consumer called and left a message with manufacturer's representative (name unknown), who told consumer she would have another manufacturer's representative, [REDACTED] consumer back.

6/23/97 Manufacturer's representative, Mr. [REDACTED] called consumer back and said he would have a representative (name unknown), visit consumer's home, take pictures of damage, and confiscate lighter for investigation. Consumer agreed to inspection of the mattress but does not intend to release lighter to manufacturer for investigation. [REDACTED] said he would call consumer back.

CPSC Source: NEWS

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Melissa Cooper 7/16/97
Signature Date

+--+
| |
+--+

I request that you do not release my name.

+--+
| |
+--+

You may release my name to the manufacturer but I request that you not release it to the general public.

+--+
| |
+--+

You may release my name to the manufacturer and to the public.

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

Melvin Cooper 7/16/97
Signature Date

+--+
| |
+--+

I request that you do not release my name.

+--+
| |
+--+

You may release my name to the manufacturer but I request that you not release it to the general public.

+--+
| |
+--+

You may release my name to the manufacturer and to the public.

ISSUE

32

MAY 9 1996

CPSC/OFC OF THE SECRETARY
FREEDOM OF INFORMATION

5/1/96

118 Harvard Street
Santa Cruz, CA 95060

U.S. Consumer Product Safety Commission
Office of Information and Public Affairs
Washington D.C. 20207

C9650009

NO CHANGES

5/22/96

Dear Folks,

I am writing to report a scary incident with a defective lighter. I purchased a two-pack of lighters made by ~~Enterprise~~ Enterprise of S. El Monte CA, 91733 from Long's Drug Store on Mission Street in Santa Cruz, CA Saturday April 20th. That evening, as I went to light a candle with one of the lighters, it continued to ignite after I released the thumb lever. Flames began escaping from around the seam by the thumb lever. I almost threw it down, but realized it might catch the house on fire. I managed to hold onto it long enough to get it out the front door and threw it in the driveway where it exploded into even more flames by my car's gas tank. Luckily, it ran out of fuel at that point.

My family and I were terrified by the incident. We were lucky not to have been burned or to have suffered any other physical damages or losses.

I noticed both adjustable-flame lighters were defaulted to a maximum flame position from the factory. Although this shouldn't cause an explosion, it doesn't sound like the safest default setting for a fully-fuelled lighter.

I have written to ~~Long's~~, called Long's and posted my experience on the Internet. Hopefully, this experience is an exception. The Manager at Long's Drugs assured me I was the only customer to complain and offered to replace the lighters. I declined the offer and kept both the unused and the melted, empty lighter as evidence, although I am somewhat uneasy about even keeping the unused one in my home.

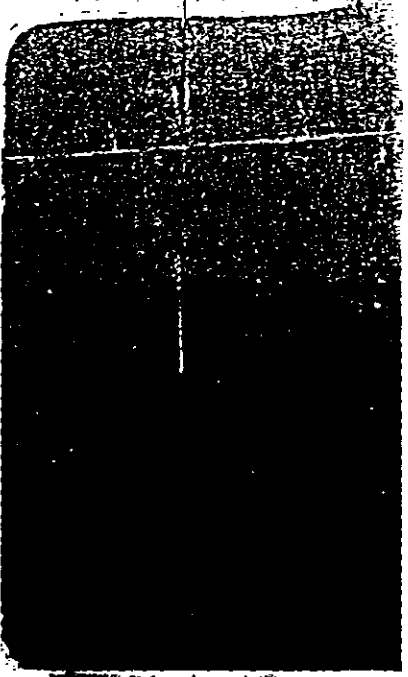
Thanks for listening,

Jan Chaffin

Jan Chaffin



CHILD RESISTANT LOCK

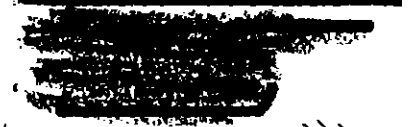


Child-Resistant Safety

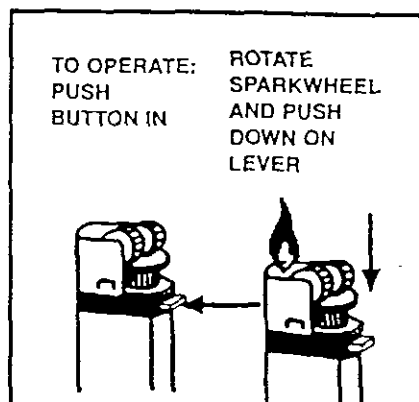
Tests

Flame

Laboratory Tested



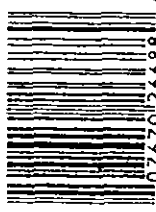
NEW



Danger: Read carefully and follow instructions. Improper usage may result in burn injury. Contains gas under pressure. Extremely flammable. Keep away from face when igniting. Do not use near fire or flame. Do not puncture or incinerate. Do not expose to temperatures above 120° F. Do not attempt to refill. Adjust flame only when lighter is lit. Be sure flame is extinguished after each use.

KEEP OUT OF REACH OF CHILDREN

PROOF OF PURCHASE



7 07670 26688 9

Enterprise, Inc.
packed in U.S.A.
U.S. patent No.
5,364,261

1

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

A. Croft - Croft 5/22/96
Signature Date

☐

I request that you do not release my name.

☐

You may release my name to the manufacturer but I request that you not release it to the general public.

☒

You may release my name to the manufacturer and to the public.

I-32
09650009

1. TASK NUMBER 000728CNE5684		2 INVESTIGATOR'S ID 166		EPIDEMIOLOGIC INVESTIGATION REPORT	
3. OFFICE CODE 800	4. DATE OF ACCIDENT YR MO DAY 00/7/17	5 DATE INITIATED YR MO DAY 000728			
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC 7 55998 00032 6 A cigarette lighter exploded after being used to light a cigarette. No one was hurt.					
7.LOCATION (Home, School, etc.) Home 1		8. CITY Enfield		9.STATE CT	
10A. FIRST PRODUCT cigarette lighter 1604		10B. TRADE/BRAND NAME [REDACTED]		10C. MODEL NUMBER Disposable	
10D. DISTRIBUTOR: NAME AND ADDRESS [REDACTED] Berlin, CT					
11A. SECOND PRODUCT		11B. TRADE/BRAND NAME		11C. MODEL NUMBER	
11D. DISTRIBUTOR: NAME AND ADDRESS					
12. AGE OF VICTIM 000	13. SEX male 1	14. DISPOSITION no injury 0	15. INJURY DIAGNOSIS no injury 70		
16. BODY PART (S) INVOLVED no injury 99	17.RESPONDENT complainant 1	18. TYPE OF INVESTIGATION on-site 2	19. TIME SPENT (OPERATIONAL HOURS) 5.0 hours		
20. ATTACHMENT(S) Multiple 09	21.CASE SOURCE CT complaint hotline 13		22. SAMPLE COLLECTION NUMBER 000-800-1784-01 and -02		
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) Do not disclose name (Authorization not yet received)					
24. REVIEW DATE	25. REVIEWED BY		26. REGIONAL OFFICE DIRECTOR		
27. DISTRIBUTION O: EHDS CC: M. Bogumill, M. Bennett			28. DOCUMENT NUMBER N007-0013A		

PRE-INCIDENT

The complainant stated that the store where he purchases his cigarettes was having a give-a-way special; if you purchased a carton of cigarettes, then you were given a free cigarette lighter. Within a week or two of each other, he purchased two cartons of cigarettes. He was given a cigarette lighter on each occasion.

After about a week, the first lighter which he was given appeared to have leaked all the butane fluid out of the body of the lighter. The complainant did not feel that he had used that particular lighter all that much, as he had many other lighters that he used.

INCIDENT

The second lighter was also used sporadically. The complainant stated that he had brought the lighter into the car with him, lit the cigarette, and threw the lighter onto the seat next to him. He heard a loud popping noise (which made his ears ring) and realized that the plastic casing of the lighter had blown apart. He stated he had to pick up pieces of the plastic from all over his car. All the butane was gone.

POST-INCIDENT

The consumer contacted the CT Department of Consumer Protection to report the incident. The complaint was forwarded to CPSC, and was assigned to CT Consumer Protection for investigation. The complainant has not received/purchased any of this brand lighter again, as he does not feel that they are safe.

Authorization for Release of Name form has not yet been received from consumer.

SAMPLE COLLECTED

The two cigarette lighters were collected as samples.

PRODUCT IDENTIFICATION

Manufacturer: 
Made in China

Dealer: Smokers World
Route 140
East Windsor, CT

Distributor: S. A. Discount
71 Deming Road
Berlin, CT 06037

The cigarette lighter has a plastic case with a metal top. On the metal top was the word [REDACTED]. On the plastic casing was a warning label "Keep away from children" with a picture of how to operate the lighter, and also the statement "Made in China". The child resistant feature, if there was one, had not been disabled prior to the incident. The lighter is not refillable and the retailer was giving it away free with the purchase of a carton of cigarettes. UPC is 7 55998 00032 6.

EXHIBITS

Exhibit 1 – Photographs

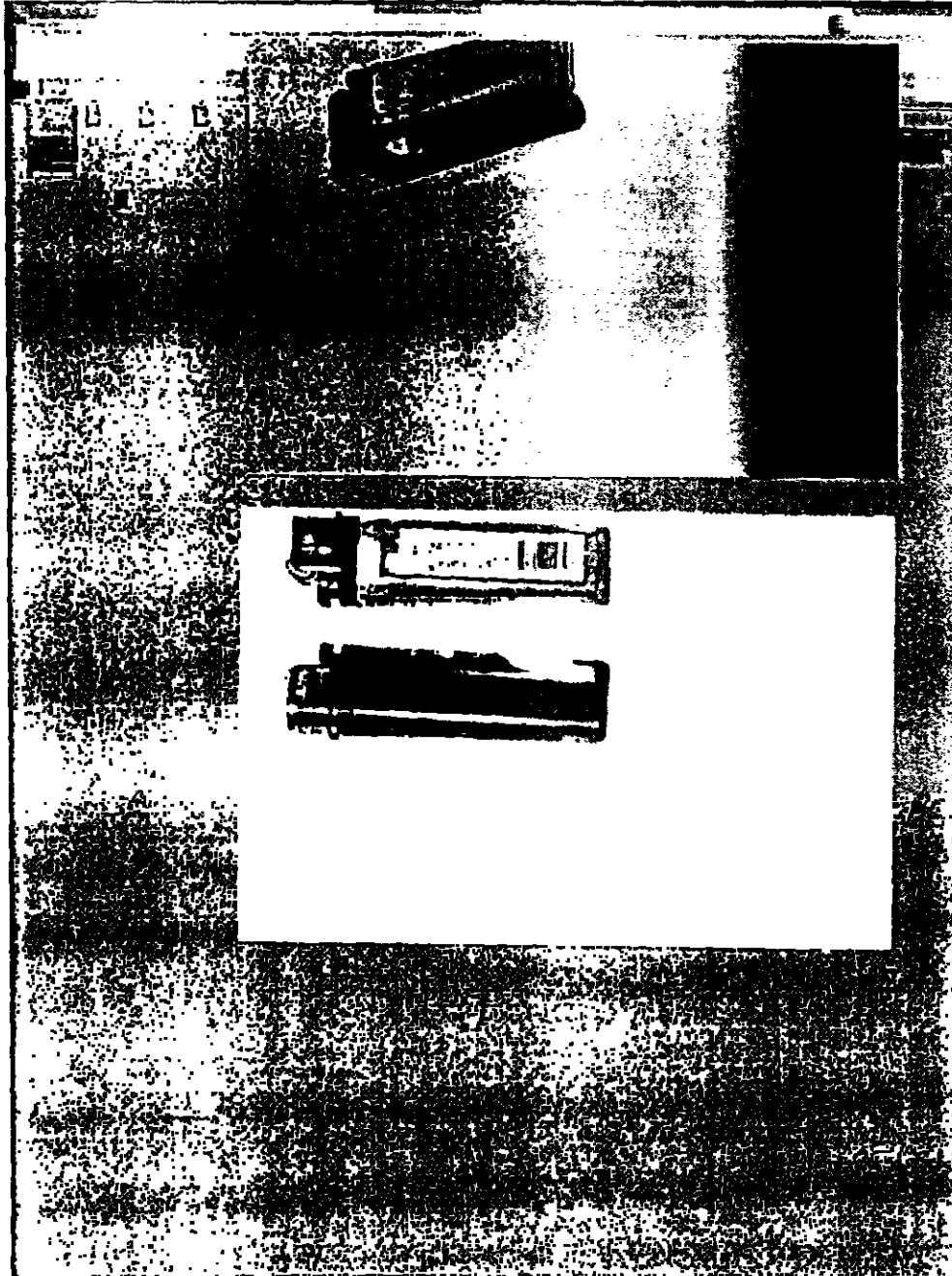
Exhibit 2 – Sample Collection Report 00-800-1784

EXHIBIT 1

Orange lighter leaked fluid (00-800-1784-01).

Red lighter exploded (00-800-1784-02).

IDI #000728CNE5684



1. TASK NUMBER 000616HNE5605		2. INVESTIGATOR'S ID 8951		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 800	4. DATE OF ACCIDENT YR MO DAY 00/06/09	5. DATE INITIATED YR MO DAY 00/06/16		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC A disposable butane cigarette lighter was laying on the front seat of the complainant's pick up truck. As the complainant opened the door to exit his vehicle, the lighter fell about two feet to the ground below. Upon impact, the lighter exploded propelling fragments in several directions. The complainant was not injured but feels these lighters pose a hazard.				
7. LOCATION (Home, School, etc.) street 40		8. CITY Westville		9. STATE NJ
10A. FIRST PRODUCT Cigarette lighter 1604		10B. TRADE/BRAND NAME [REDACTED]		10C. MODEL NUMBER
10D. MANUFACTURER NAME AND ADDRESS No further information (NFI)				
11A. SECOND PRODUCT		11B. TRADE/BRAND NAME		11C. MODEL NUMBER
11D. MANUFACTURER NAME AND ADDRESS				
12. AGE OF VICTIM 000	13. SEX 0	14. DISPOSITION No Injury 0	15. INJURY DIAGNOSIS No Injury 70	
16. BODY PART (S) INVOLVED No Injury 99	17. RESPONDENT Complainant 1	18. TYPE OF INVESTIGATION other 3	19. TIME SPENT (OPERATIONAL HOURS) 8.5	
20. ATTACHMENT(S) Sample 4	21. CASE SOURCE Consumer Complaint 07		22. SAMPLE COLLECTION NUMBER 00-800-2635	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) Yes- form attached				
24. REVIEW DATE 07/25/2000	25. REVIEWED BY WEG		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC: Wade; Lansing; Swackhamer; Bogumil Doc # N006-00008A				

000616HNE5605
Doc # N006-00008A

PRE-INCIDENT:

This assignment was predicated upon a consumer complaint of a cigarette lighter incident. The consumer purchased from local gas station store disposable butane filled child resistant lighter for sixty-nine (\$0.69) cents. The consumer without incident used the lighter only twice. No modification or repairs were made to the lighter. As the consumer was driving to a work site, he lit a cigarette and placed the lighter between his legs on the front seat of his pick up truck. As he arrived at the work site, the consumer opened the drivers' door of the truck to exit the vehicle.

INCIDENT:

The lighter fell off of the front seat and hit the ground after falling about two (2) feet. The lighter exploded. The consumer received no injuries as a result of the explosion, but stated it sounded like a "gun" shot.

POST INCIDENT:

The consumer after discussing the incident with his family decided to report this incident as a possible safety problem to this Commission. The consumer felt that other might not be a lucky as he was not to sustain any injury.

The consumer's wife threw away the remaining pieces of the lighter, which the consumer had collected to provide for this investigation.

On 06/20/00, in a meeting with the consumer, the details of the incident were discussed. The consumer pointed out the gas station from which the lighter had been purchased.

On 06/20/00, the Amoco Food Shop & Deli, Route 47 & I -295, Westville, NJ ((609) 848-4262), was visited as a follow up to this incident. Interviewed was Mr. Giorgi Gagien, supervisor of the store. Mr. Gagien related that he had purchased the lighters from the firm of [REDACTED]

000616HNE5605
Doc # N006-00008A

[REDACTED] & FAX: [REDACTED]. The latest purchase being on 06/07/00, under sales order # 197938, line #8, in a quantity of fifty (50) lighter. Marked on the box was [REDACTED] butane lighters, 50 pieces, child resistant disposable lighters, bar code # 86692 99930. The store had a total of 92 lighters of this type for sale to consumers'.

Seven lighters were purchase @ \$0.69 each for a total of \$5.12, as official samples of the lighters. These were collected under sample collection report # 00-800-2635, sub(s) 1 -7. Subs 1 - 6 were sent via Federal Express to Mike Bogumill, Compliance officer of headquarters CPSC for evaluation. Sub #7 was forwarded to FOER Compliance, Robert Moro.

On 06/20/00, a visit was made to the [REDACTED], but the firm was closed for vacation for a two-week period. No follow up establishment inspection could be conducted at this firm.

One photograph of the lighter is attached to this report. Attempts to photograph clearly the labeling on the lighter were unsuccessful, as the print was too small. The lighter label states " Warning KEEP AWAY FROM CHILDREN, Contains Flammable gas under pressure. Be sure flame is out after use. Do not puncture or put into fire. Ignite lighter away from face and clothing. Never exposed to heat over 120 F (40c) or to prolonged sunlight. Made in China. U.S. Patented.

There is also a diagram of the child resistant feature with directions to operate the lighter and the code GIL-02. The bar code also appears on the label.

PRODUCT IDENTIFICATION:

Disposable butane filled cigarette lighter with a clear plastic type reservoir. [REDACTED]
[REDACTED] Marked as listed above.

000616HNE5605
DOC # N006-00008A

STANDARDS INFORMATION: Unknown

ATTACHMENTS:

- 1) Notice of Inspection
- 2) Receipt for sample
- 3) Sample collection report # 00-800-2635
- 4) Release of name form
- 5) Photograph

APPENDIX VI-C-2 RELEASE OF CONSUMER IDENTIFICATION

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

000616 HNE 5605

00 800 2635

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and distributors to inform them of the involvement of their product in an incident situation. We also give the information to others requesting information about specific products or hazards. Manufacturers may need the individual's name so that they can obtain additional information on the product or incident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒ YES

☐ NO

[Signature]
(Signature)

6/20/00
(Date)

Consumer Product	
Safety Commission	
Injury Investigation	
Case No.	
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99	100

000616HNE5605- Disposable
lighter - photo #1

1. TASK NUMBER 001031CWE5665		2. INVESTIGATOR'S ID 8096		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 840000	4. DATE OF ACCIDENT YR MO DAY 00 10 10	5. DATE INITIATED YR MO DAY 00 1106		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT UPC A 76-year old male was driving his 1998 XXXXXX on a two-lane highway. While driving, he was using a butane pipe lighter to light a pipe. After lighting the pipe, he put the butane lighter on the front passenger seat. Several seconds later, an explosion occurred. The car was filled with white smoke. He pulled over and saw the butane lighter had burned his leather jacket and burned a hole in the front passenger seat.				
7. LOCATION (Home, School, etc.) highway 4		8. CITY Redwood City		9. STATE CA
10A. FIRST PRODUCT butane lighter 1604		10B. TRADE/BRAND NAME unknown		10C. MODEL NUMBER XXXXXX
10D. MANUFACTURER NAME AND ADDRESS unknown				
11A. SECOND PRODUCT None		11B. TRADE/BRAND NAME none		11C. MODEL NUMBER none
11D. MANUFACTURER NAME AND ADDRESS none				
12. AGE OF VICTIM 076	13. SEX male 1	14. DISPOSITION injured 1	15. INJURY DIAGNOSIS thermal burn 51	
16. BODY PART (S) INVOLVED hand 82	17. RESPONDENT victim 1	18. TYPE OF INVESTIGATION on-site 1	19. TIME SPENT (OPERATIONAL HOURS) 8	
20. ATTACHMENT(S) multiple 9	21. CASE SOURCE cons. cmplt 7-F00A501717		22. SAMPLE COLLECTION NUMBER none	
23. PERMISSION TO DISCLOSE NAMES (NON NEISS CASES ONLY) YES				
24. REVIEW DATE 001115	25. REVIEWED BY 8101		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O:EHDS CC:			28. Document Number F00A501717	

The victim told me that at the time of the incident, he flipped open the top cover and pressed the chrome button downward. This will activate the lighter.

I asked the victim to place the lighter in the front passenger seat exactly like at the time of the incident. He then placed the lighter with the cover open on the front passenger seat. I then took photographs of the lighter on the front passenger seat.

The victim still has the butane lighter. At this time, he will contact his automobile insurance company and see if they will cover the damage to the front passenger seat. He will keep the lighter until there is a settlement from the insurance company.

STANDARDS INFORMATION:

None.

PRODUCT IDENTIFICATION:

The product involved in this incident is butane lighter. The lighter is about 3" high x 1 1/4" wide. A sticker with the words, "made in China", is on the bottom of the lighter. A bar code sticker with the numbers [REDACTED] and the price, "\$7.99", is on the lighter. No child-resistant feature is present. No other information is on the lighter.

EXHIBITS:

- #1 Digital photos of the butane lighter and car seat. (1-9)
- #2 Authorization for Release of Name.

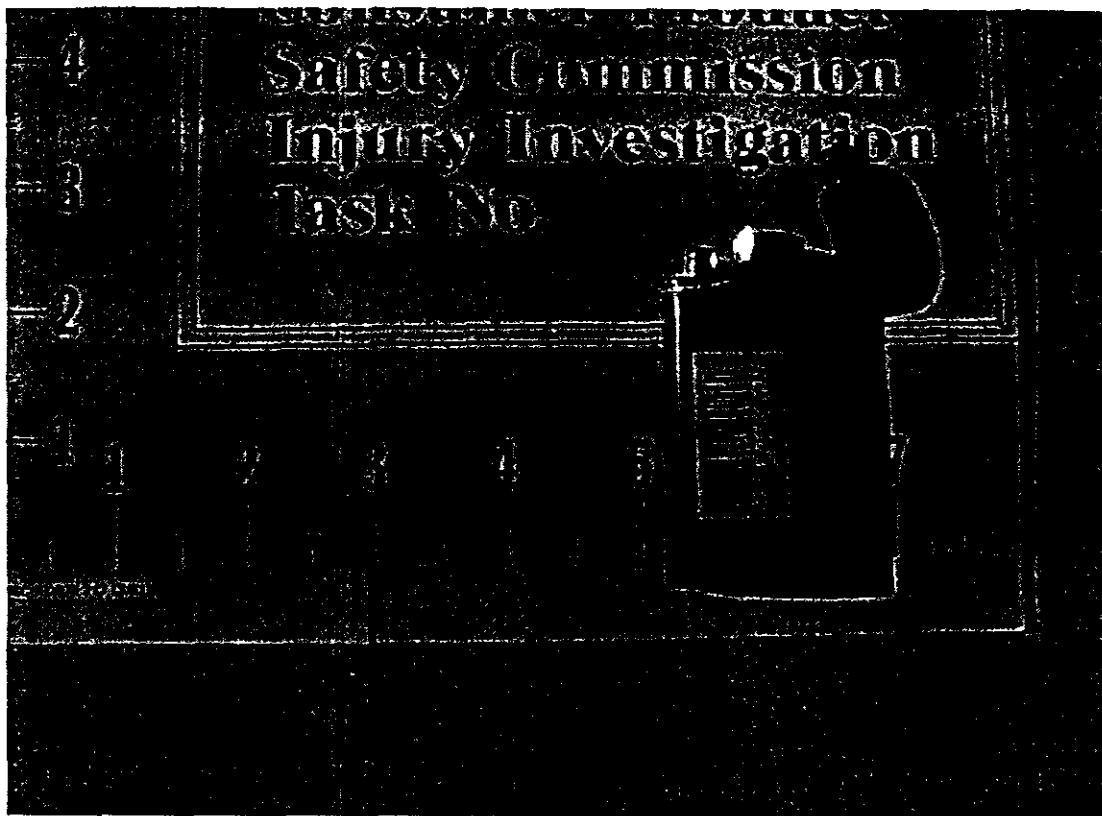


Photo #1 View of the butane lighter.

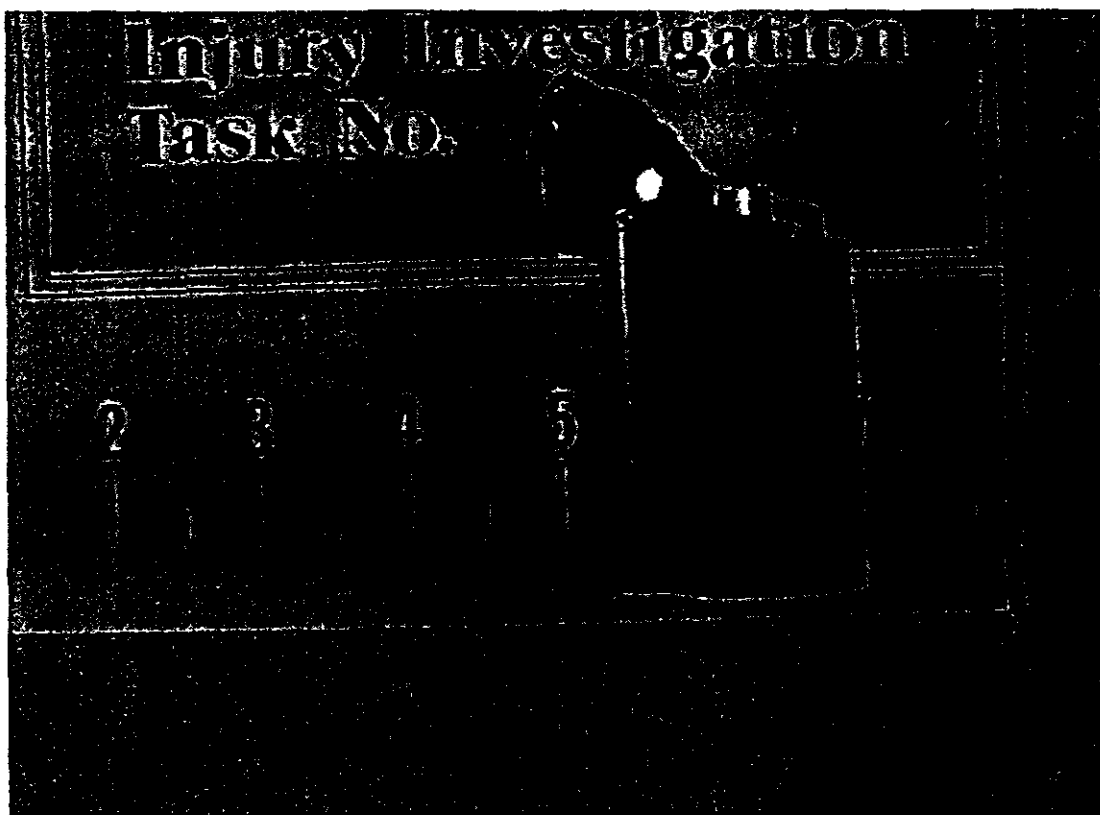


Photo #2 Another view of the butane lighter. The tip of the black plastic cover showed signs of melting.

001031CWE5665

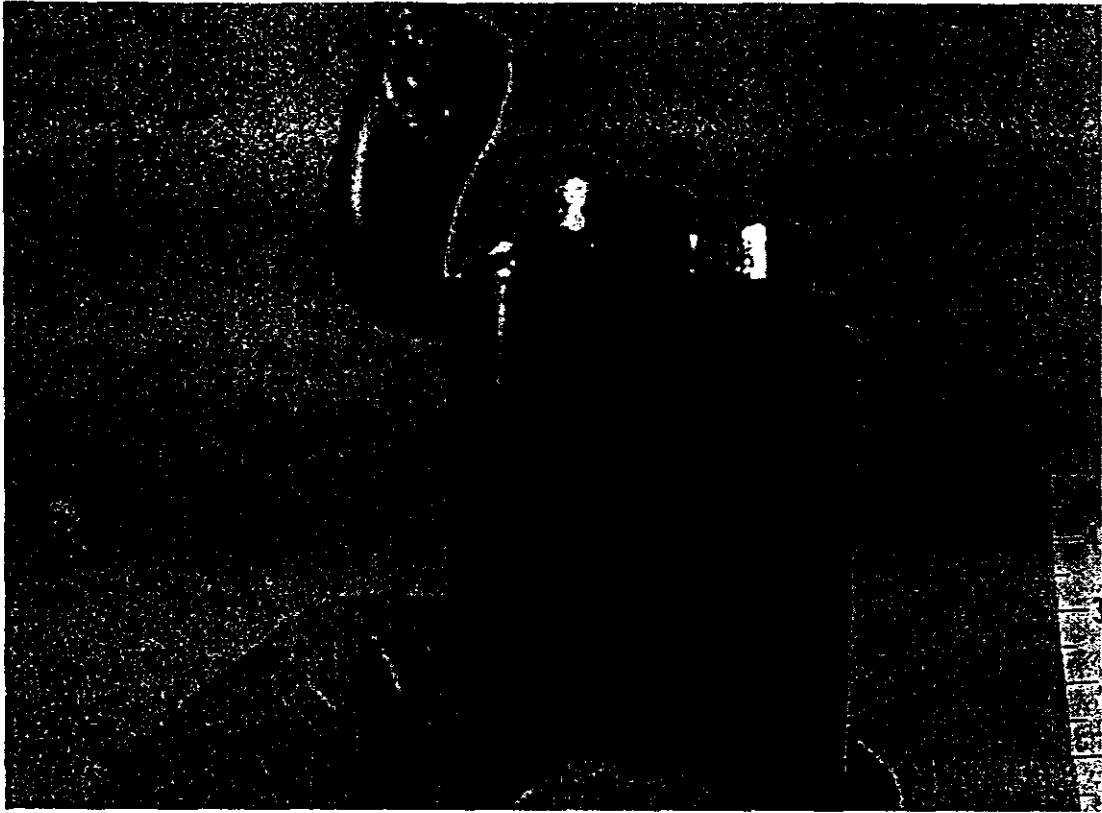


Photo #3 Close-up view of the damaged butane lighter. Notice the melting of the plastic cover.

001031CWE5665

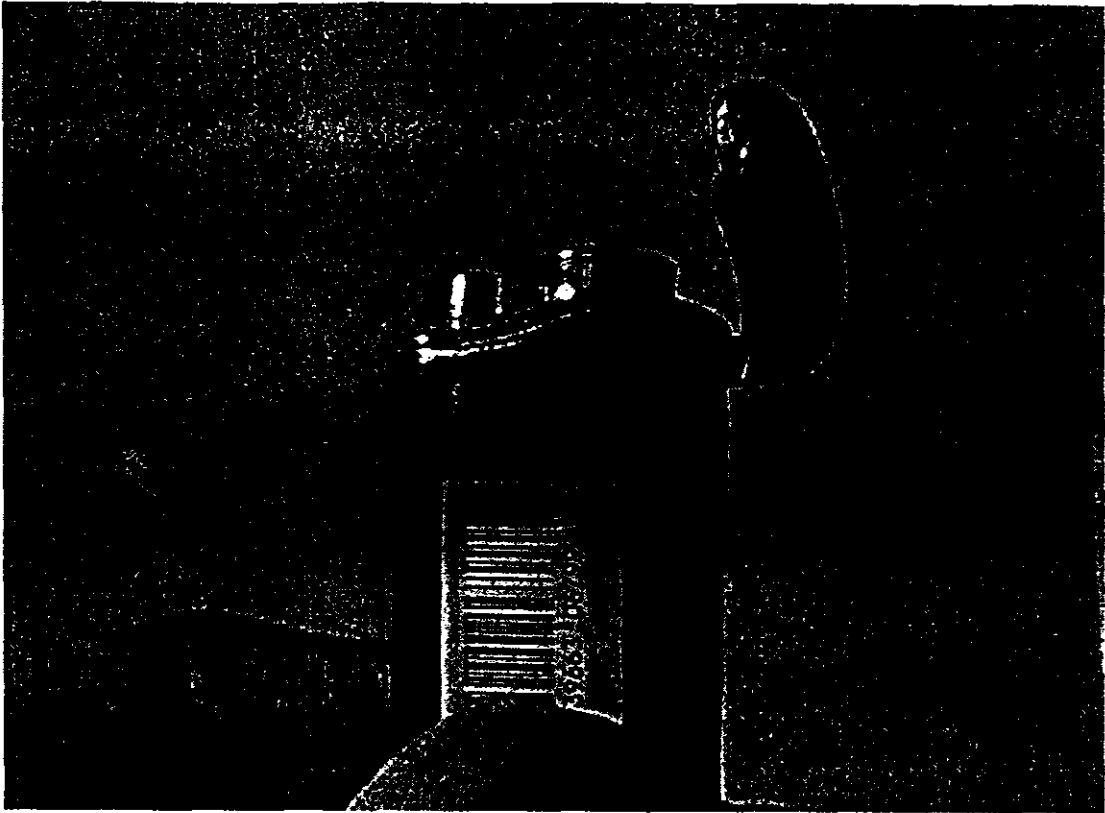


Photo #4 Another close-up view of the butane lighter.